

**POLICE COMMUNICATIONS SUPERVISOR
STUDY GUIDE**

A written examination for the class of **POLICE COMMUNICATIONS SUPERVISOR** to be administered in **ZACHARY** on **APRIL 19, 2007**, will consist of approximately 112 multiple-choice questions. The examination will test your knowledge in the following subject areas:

| SUBJECT AREA/KNOWLEDGE | APPROXIMATE % OF EXAM |
|---|----------------------------------|
| MANAGING EQUIPMENT/PROPERTY/SUPPLIES Knowledge of the general care, maintenance, and purchasing of equipment, property, and supplies, including verifying that equipment is tested and meets applicable standards. | 9.8% |
| RECORDS/REPORTS/CORRESPONDENCE Knowledge of effective records-management practices, including preparation, content, format, control, and retention; and knowledge of effective report preparation procedures, including the compilation, analysis, and organization of data into an effective written format for reports or official correspondence. | 14.3% |
| SUPERVISION Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; to resolve conflicts; and to maintain discipline | 33.0% |
| TRAINING Knowledge of the procedures for implementing an effective training program, including serving as an instructor. | 9.8% |
| COMMUNICATIONS MANAGEMENT Knowledge of the principles of effective police communications management, including planning, organizing, directing communications operations; and knowledge of the operation of the police communications center, including knowledge of operational and dispatching procedures; procedures for receiving and processing calls for assistance; procedures for monitoring location and status of on-duty officers; and the proper operating procedures of the police radio system; and knowledge of the operation of the computer-aided dispatch system, including the operation of the computer keyboard; knowledge of computer codes; and of the procedures for sending and retrieving messages as well as for entering and retrieving information using the computer. | 33.0% |

REFERENCE LIST

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

PRIMARY REFERENCE MATERIAL

EFFECTIVE SUPERVISORY PRACTICES/Better Results Through Teamwork, 777 North Capitol, Washington, DC 20005, 4th ed, 2005. (NOTE: May also be obtained through LSU **Firemen Training Program**).

ZACHARY POLICE COMMUNICATIONS - TRAINING PROCEDURES & GUIDELINES 2000.

SUPERVISION OF POLICE PERSONNEL, Iannone N. F., Prentice - Hall, Inc.(Series in Criminal Justice), Englewood Cliffs, NJ 07632, 6th ed., 2001.

POLICE ADMINISTRATION, Wilson, O. W. and McLaren, Roy C., McGraw-Hill Book Co., New York, N. Y., 5th ed., 1997.

ADVANCED SUPERVISORY PRACTICES, International City/County Management Association, 777 N. Capitol Street N.E., Suite 500, Washington, D.C. 20002-4201, 1992.

CODE OF FEDERAL REGULATIONS, TITLE 47, (FEDERAL COMMUNICATIONS COMMISSION), Part 80 to end, The Office of the Federal Register National Archives and Records Administration, Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402, Revised 10/01/96.

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.